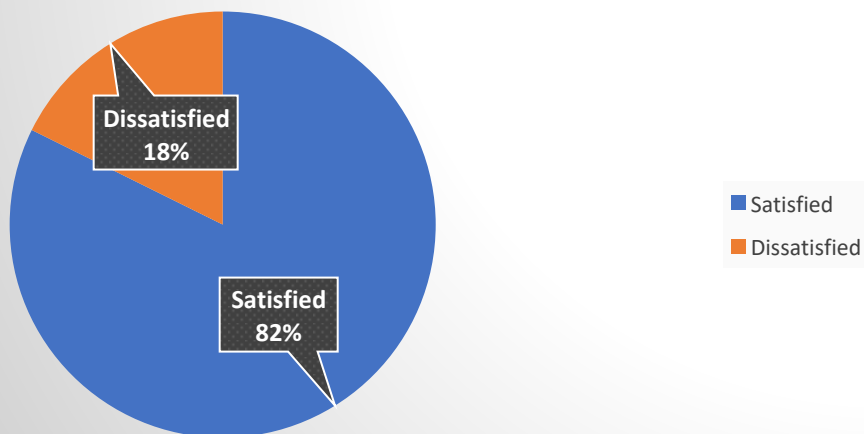


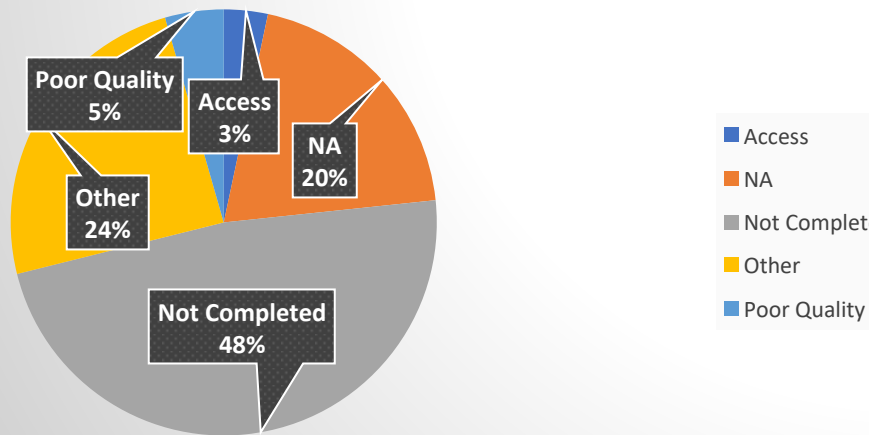
Customer Feedback Stats Q3		
	Total Repairs Complaints	Kitchen Programme Complaints
Outcome		
Not Upheld	2	0
Partial	9	0
Upheld	35	3
TOTAL	46	3
Themes		
Staff Behaviour	1	0
Contractor Behaviour	1	0
Service Delivery - WLBC	3	0
Service Delivery - 3rd Party/Contractor	14	2
Service Failure - WLBC	5	0
Service Failure - 3rd Party/Contractor	12	1
Communication	2	0
Policy/Process	2	0
Damp/Mould	6	0
Total	46	3
Percentage of complaints which relate to Wates	76%	

Voicescape Response

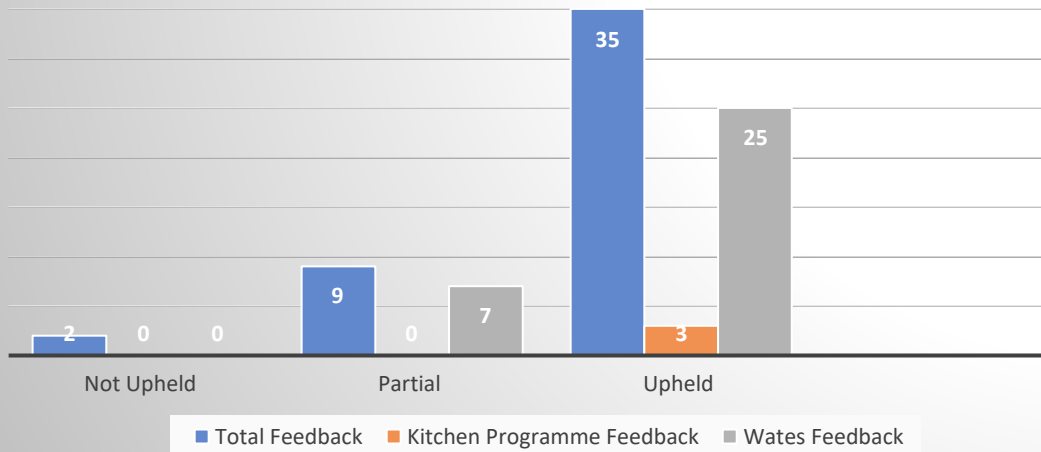


Wates Complaints		Voicescape Stats Q3	
	0	Total surveys offered	1614
	7	Responses	
	25	No Option Selected/NA	116
	32	Answer Machine	55
	0	Call Rejected	2
	1	Follow Up Delivered	822
	0	Not Connected	110
	0	Satisfied	419
	14	Dissatisfied	90
	0	Themes (Dissatisfaction)	1614
	1	Access	3
	0	NA	18
	12	Not Completed	43
	0	Other	22
	0	Poor Quality	4
	5		90
	32	Voicescape Response Rates	
		Overall Response Rate	32%
		Satisfied	82%
		Dissatisfied	18%

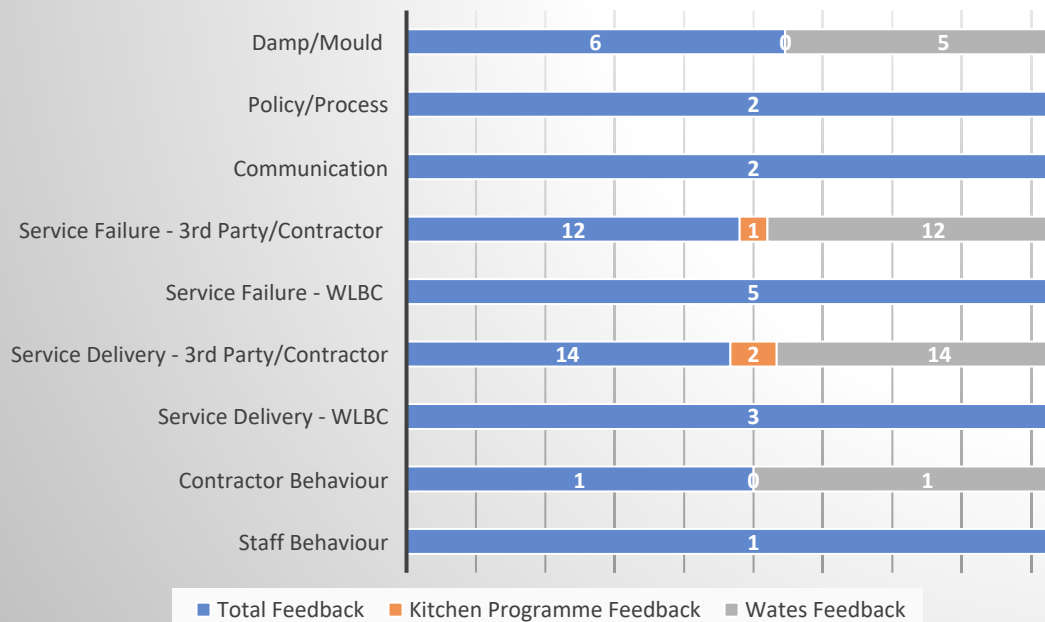
Voicescape Dissatisfaction Themes



Customer Feedback Outcomes



Customer Feedback Themes



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